

Division of Amenities and Transportation Services (DATS)

Report of Investigation

Investigation by: John Crawford, Concessions Specialist

Date of Report: Friday January 3, 2020

Date of Incident: Thursday, January 2, 2020

Location of Incident: Bldg. 31 Cafeteria

Complainant:

Rachel Lokanga

Complaint Summary: On Tuesday, January 2nd a customer complained about feeling unwell after eating the beef Donburi bowl in the 31 cafeteria. She approached (b)(6), the chef, with the complaint. Her information was collected and Eurest remove the product from service. It was held for inspection by the NIH Food safety officer and the Eurest Q.A. the Quality Assurance Specialist at 1:00PM, Eurest notified the food team by email that a customer was feeling a little nausea after consuming lunch and that it was beginning to subside. The customer said that she would contact Eurest if she felt the need to visit O.M.S. Tameika Kastner conducted a phone interview with the customer and stated that she believed it was a "one off" incident.

Investigative Actions:

Monday, September 23, 2019:

1. (b)(6), Contractor Info, manager of the 31 cafeteria, was informed by the chef of the issue. She, in turn, notified (b)(6), Contractor (Eurest Q.A.) of the incident and he informed the food team via email.
2. Tameika Kastner, DOHS food safety officer, reached out to the customer and made contact with the customer on Tuesday January 1, 2020 in the afternoon. The customers issue had resolved.
3. Tameika reported that the incident was an isolated incident of undetermined origin.

Next steps performed by Contractor:

Sample retained for inspection by DOHS.

Summation:

Eurest responded appropriately. Thus far all their handling of the incident and customer has been appropriate. ORS's Food Team deem that the incident is closed.